

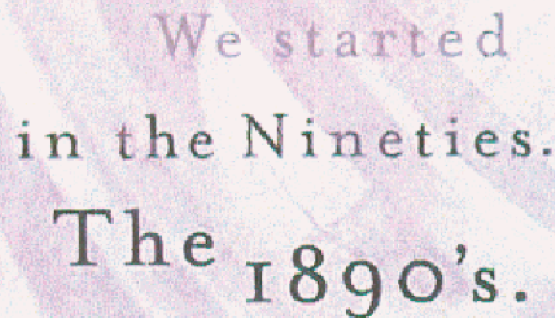

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#### About Us

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- Legal
- History
- Our Network
- Management Team
- Career Opportunities
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## Knology Corporate Information



We started  
in the Nineties.  
The 1890's.

**1896** - An early predecessor of Knology, The Interstate and Valley Telephone Company began its more than 100-year track record of providing phone service in Georgia and Alabama.

**1994** - A team of two and a \$600,000 investment grew into what today is known as Knology. The concept was revolutionary: use fiber optic technology to deliver super quality cable TV, telephone and Internet services from a single source. The result: better quality, faster speeds, lower consumer costs and the ease of a single provider. Knology was initially formed by ITC Holding Company, Inc, a telecommunications company in West Point, Ga, that also founded Interstate Valley Telephone Company, PowerTel, ITC^DeltaCom and InterCall.

**1999** - Knology merged with Interstate and Valley Telephone Company (IVT).

**Today** - The Knology Network is currently serving Columbus, Ga; Huntsville, Ala; Ala; Valley, Ala; Montgomery, Ala; Panama City, Fla; West Point, Ga; Augusta, Ga; Charleston, S.C.; and Knoxville, Tenn. Nashville, Tenn and Louisville, Ky are under development.

Knology's target markets are cities in the Southeast with a home count of 70,000-300,000 and a geographic density that averages a minimum of 75 homes per mile. Our goal is to provide network access to 1.5 million homes and businesses by 2005.

*"ITC had a vision to see that the future of communications would hinge on high bandwidth, speed and a bundled product set. Because of that vision, Knology is one of the most exciting broadband service providers in the United States today."*

- Rodger Johnson, President and CEO of Knology

# KNOLOGY

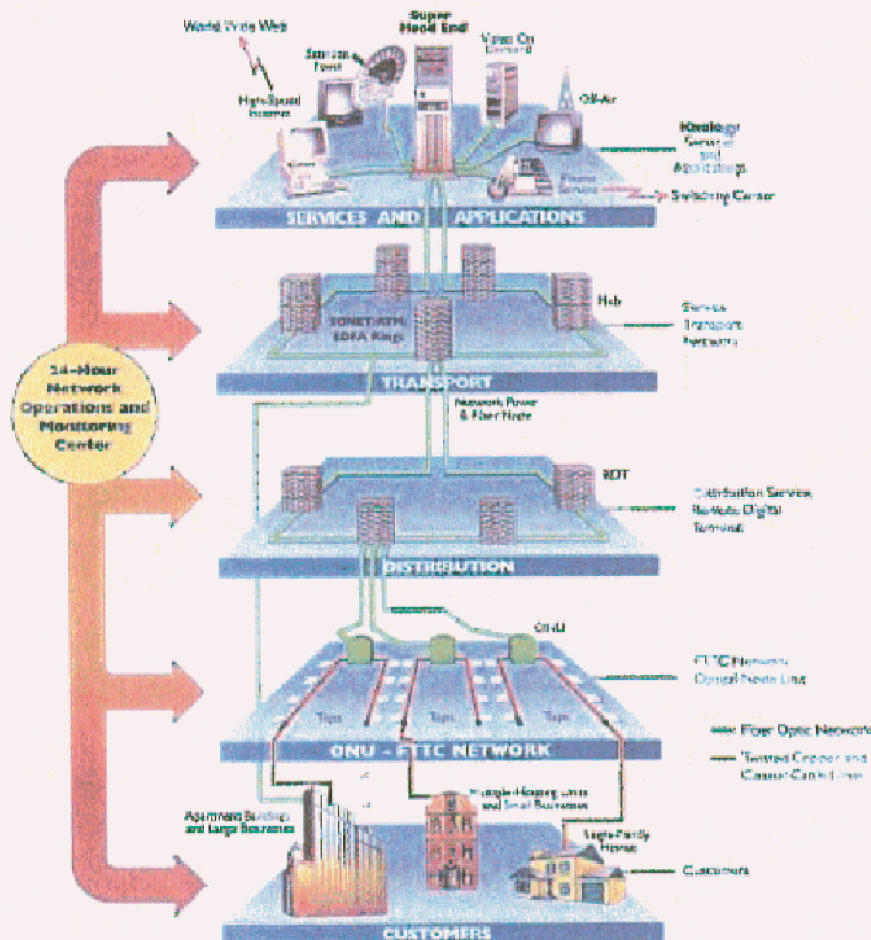
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## About Us

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CONNECT  
TODAY

## Our Network



**Broadband** - High-speed transmission. The term is commonly used to refer to communications lines or services at the T1 rates (1.544 Mbps) and above. However, the actual threshold of broadband is very subjective and may be well below or well above T1 depending on the situation. As an example, the Knology Interactive Broadband Network hosts simultaneous two-way transmissions of digital telephone service, over 150 television channels and high-speed Internet access all over a single cable. Broadband is sometimes referred to as a "fat pipe" that allows users to enjoy enhanced broadband content such as short films, music videos, sports highlights and online games over the Internet.

**Coaxial Cable** - A high-capacity cable used in Knology's network, commonly called "coax." It contains an insulated solid or stranded wire surrounded by a solid or braided metallic shield, wrapped in a plastic cover. Coax cable has a higher capacity for bandwidth than traditional twisted pair. The wire and the shielding react with each other to set up an electromagnetic field between them. This system reduces frequency loss and gives coax cable its great signal-carrying capacity.

**Frequency** - The number of times an electromagnetic signal repeats an

identical cycle in a unit of time, usually one second. One Hertz (Hz) is one cycle per second. A kHz (Kilohertz) is one thousand cycles per second; a MHz (Megahertz) is one million cycles per second; a GHz (Gigahertz) is one billion cycles per second.

**Head End** - The originating point in a communications system. The head end is where Knology houses its satellite dish and TV antenna for receiving incoming video programming. The head end facility is also a central office and interconnection point for Knology's telephony and data networks. Knology's head end originates both analog and digital programming signals.

**Hub** - Knology's central office building and a distribution point for the telephony video and data signals that serve an 18,000 to 24,000 home area. It is also the gathering point for all signals returning to the head end from the node.

**MDU** - Multi-housing unit or dwellings that are rental units. This can be an apartment located in a complex or can be a house that has been converted into any number of apartment units. Multi-housing units also include mobile homes in a mobile home park. Knology serves all types of multi-housing units in its service area.

**Off-the-air** - Reception of a TV signal that has been broadcast through the air. Knology retransmits local television networks such as ABC, CBS, NBC, FOX, etc. Knology may receive these signals via fiber-optic cable or via an off-the-air antenna.

**Optical Node Unit (ONU)** - Knology designs its network so that each Remote Digital Terminal serves up to 128 autonomous ONU's, each providing service to an average of 24 homes. The ONU is the optical-to-electrical conversion point. The ONU converts digital video and voice signals from optical media to Radio Frequency (RF) for delivery to the customer's home.

**Remote Digital Terminal (RDT)** - Knology's network provides fiber from area hubs to RDT's via two fiber rings (SONET with DSL telephony and Ethernet data traffic on the SONET self healing ring, and Optical RF fibers with analog/digital video services routed via a diversified fiber connection). The RDT serves about 2500 homes and provides power for up to 128 ONU's, which are autonomous fiber nodes that serve 24 homes or less.

**Satellite Feed** - The satellite feed is the signal that travels on the uplink (from the network HBO, MTV etc. to a satellite) and downlink (from the satellite to the head end) for distribution over the cable system. Knology receives and delivers over 150 channels of programming, bringing the best and newest networks, plus CD-quality music and additional premium and pay-per-view channels to its customers.

**Single-Family Home** - A home or residence designed for the occupancy of only one family or household.

**SONET Ring** - SONET stands for Synchronous Optical Network. SONET is specified in the broadband ISDN standard employed by telephone companies and common carriers. SONET speeds range from 51 megabits to multiple gigabits per second. Knology uses SONET rings known as "self-healing rings." This means there are two or more transmission paths between network nodes. The SONET ring is positioned at key points in



Knology's network to provide continuous service in the event of a line failure.

**ATM Ring** - ATM stands for Asynchronous Transfer Mode. The ATM ring provides end-to-end digital connections for Knology's data network. ATM is a network technology for both local area networks (LANs) and wide area networks (WANs) that supports real time voice and video, as well as data, simultaneously.

**Customer** - What we put first at Knology. While it's true that our advanced technology is second to none, we believe our customers are our most important assets.

**Tap** - A connection made on a line that connects a home or business to Knology's cable network.

**Video On Demand** - The ability to start delivering a movie or other video programs to an individual web browser or a TV set whenever the user requests, with the functionality of a digital video player.

[HFC View](#) | [FTTC View](#)

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## Services for Home

Telephone

Cable TV

High-Speed Internet

Bundled Savings

Knology Cities



## Knology Cities

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**Alabama**

- Gunter AFB
- Harvest
- Huntsville
- Lanett
- Madison
- Maxwell AFB
- Montgomery
- Pike Road
- Prattville
- Redstone Arsenal
- Valley

**Florida**

- Lynn Haven
- Panama City
- Panama City

**Georgia**

- Augusta
- Columbus
- Evans
- Forest Hills
- Grovetown
- Martinez
- Midland
- West Point

**Tennessee**

- Knoxville

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- Ladson
- Mount Pleasant
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- Knology Cities
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## Bundled Savings

Knology services are priced to save you more money the more you bundle. That's the convenience and savings that come with bundling your telecommunications needs with Knology.

### Telephone Discount

When you combine Knology's Digital Telephone service with one or more other Knology services, you are eligible for a 5% discount on your local phone line(s) and your Smart Choice feature package!

### Internet Discount

The more Knology services you bundle, the more you save on Knology's High-speed Internet Access. Bundle Knology's Cable TV one other service and you save \$10 ■ month, bundle two and you save \$20 ■ month!

### Cable TV Package Discounts

When you combine Knology's Digital Telephone service and/or Knology's High-Speed Internet service, you are eligible for Cable TV Package discounts in addition to the Telephone and Internet discounts reflected above!



SEE  
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**Services for Home**

\*\*\*\*\*

**Telephone**

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**Cable TV**

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**High-Speed Internet**

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**Bundled Savings**

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**Knology Cities**

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## Savings, Simplicity and Service!

---

### Connect with Knology...

Knology connects you to the world-and, most importantly, to the ones you love-through our combination of Telephone, Cable TV and Internet Services. All with the convenience and savings of working with one great company.

## Let us design a bundle for you today!

- ▶ Knology Digital Telephone Service
- ▶ Knology Digital Cable TV & Music
- ▶ Knology High-Speed Internet

### Special Offers For Panama City

#### Three Free Months of Digital Preferred

Get three free months of Digital Preferred with a subscription to Knology Cable TV.

#### \$16.90 HBO MegaPack with Digital Preferred for three months

Get 7 screens of HBO, 8 screens of Cinemax, and multiple channels and features of Digital Preferred for \$16.90/month for three months!

#### \$35 Credit Offer to New Cable TV Customers

Get a \$35 credit when you subscribe to Expanded Basic Cable TV or higher Cable TV package.

**KNOLOGY**



"finally, a place  
where all words  
are equal"



#### » Set your words

The Neighborhood is  
company where your  
limited -- so you can  
the U.S. for one low

Learn about The Neig

» Customer Service » Your Account » About MCI » Site Map

Local

Long Distance

International Plans

Calling Cards

#### » Important Message to Customers

» TELL ME MORE

#### » Account Manager

Use Online Account Manager to contact  
Customer Service, get free Directory  
Assistance, view statements and more!

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**Your first month is free when  
sign up today.\***

Finally, a place where "unlimited" really means unlimited. In The Neighborhood, you're free to call anyone, anytime, a U.S. for one low monthly price. So there are no limits on how many calls you can call, when you can call, or where you can call.

**Sign up and get the following features for  
\$59.99 per month. (Price varies by state)**

- ☐ Unlimited long distance calls
- ☐ Unlimited local toll calls
- ☐ Unlimited local calls
- ☐ One company for everything
- ☐ Call Waiting, Caller ID, Speed Dial 8 and Three-Way calling, no extra charge
- ☐ Personal Voicemail & Message Center

▷ [See an expanded list of features and benefits](#)

#### **check pricing & sign up**

Enter your home phone number to check availability in your area. From there you can sign up or get more information about The Neighborhood.

(  )  -

Where is The Neighborhood available?

Features, pricing and availability vary by state. Your phone number is only used to check availability and pricing for The Neighborhood. We do not use this information for any other purpose.

\* Promotion is available for new MCI customers who enroll in The Neighborhood Complete plan. Current MCI long distance customers are not eligible for this promotion. Applies to monthly service. One promotion per customer and/or account.

Unlimited calling is for residential voice service only. See website for more details.

Additional taxes and surcharges apply.

**NTC Facts****NTC Footprint****NTC Milestones****Senior Management**

## NETWORK TELEPHONE FACTS

### PROFILE

Network Telephone Corp. delivers local and long distance telephone, high-speed DSL Internet access, Web hosting and Web site design tools to businesses in the Southeastern U.S. Using industry-best technology, Network Telephone is able to offer a complete package that meets the demands of business customers at affordable prices.

### HISTORY

Network Telephone was incorporated and founded in October 1997 by communications entrepreneur Ray Russenberger, who also founded Network Paging Corp. in 1985 and Network USA (now Metrocall) in 1988. Since that time, Network Telephone has expanded into nine states. The company's management team consists of the industry's most experienced and highly regarded professionals.

### EMPLOYEES

Network Telephone's staff includes more than 500 employees at the company headquarters in Pensacola, Fla. and in regional sales offices, including a satellite headquarters in Atlanta. More than 30 percent of the staff resides in the direct sales division.

### MARKETS

Network Telephone services 161 market areas in *Florida, Alabama, Georgia, Mississippi, Louisiana, Tennessee, North Carolina, and Kentucky.*

### Network Telephone Footprint

### FINANCING

Network Telephone has completed five rounds of equity raises totaling \$320 million in contributed capital. In December 2001, Network Telephone achieved its first major financial milestone becoming gross margin positive three months ahead of schedule. Major investors include Lehman Brothers, Spectrum Equity, Desai Capital, ONSET Ventures, Morgan Keegan, Mellon Financial Corp., Wind Point Partners, Lucent Technologies, and friends & family.

### BOARD OF DIRECTORS

Victor E. Parker, Spectrum Equity Investors; Susan Mason, ONSET Ventures; Gerald Thames, Lehman Bros.; Rohit Desai, Desai Capital Management Inc.; Thomas E. Darden, Wind Point Partners.

### CUSTOMER SUPPORT SYSTEM

Network Telephone completed implementing an \$8 million Operations Support System (OSS) in June 2001, automating customer management and order fulfillment processes, enabling superior customer care and reducing the cost and time involved with activating new accounts.

### VENDORS



Network Telephone's impressive list of technology partners includes: **Lucent Technologies** **Copper Mountain Networks**, Marconi Communications, Cisco Systems, Polycom, SUN Microsystems, Turnstone, 3Com, **Netopia** **ADC** **MetaSolv** Oracle, DSET and others

**CORPORATE HEADQUARTERS**

815 S. Palafox St., Pensacola, Fla. 32501, 850-432-4855 tel.

For more information, contact: Clare LaGrand, Director of Corporate Communications,  
850.465.1505

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• Available Now

Florida

Active Markets

Gainesville  
Pensacola



NTC Facts

NTC Footprint

NTC Milestones

Senior Management

## Network Telephone Milestones

### March 2002

- Top 70,000 lines in service

### December 2001

- Achieved GROSS MARGIN POSITIVE status - 1st time in company history!
- Added 2,000+ access lines onto VoBB facilities-based platform
- Completed rollout of T-1 Broadband access to all collocations

### November 2001

- NTC announces Mark Miller as our new Executive Vice President of Engineering

### October 2001

- NTC selects Jetstream gateway solution for VoDRI network

### September 2001

- 50,000th line in service

### August 2001

- Lucent agrees to deploy 5ESS network

### June 2001

- Back office automation with customer management completed

### May 2001

- 217 DSLAMs built

### February 2001

- e-Bond with BellSouth completed

### January 2001

- eSites Web development tools introduced

### December 2000

- Acquired assets of Atlanta-based LightNetworks Inc.
- Closed \$140.0m credit facility

### October 2000

- Completed first cycle on new billing system
- Closed on 80,000 sq. ft. of additional office space in Pensacola, FL

### September 2000

- Completed Series D Equity - \$147.2 million

### May 2000

- Network Operation Center (NOC) begins 24 hour/7 days a week staffing

### February 2000

- 200th employee
- Closed \$52.5 million line of credit with GE Capital
- Completed Series B Equity, \$11.2 million
- Completed Series C Equity, \$24.0 million

### December 1999

- 1st DSLAM deployed
- 100th customer installed
- Call center installed

### September 1999

- Operations Support Systems (OSS) contracts entered with Metaspiv

U.S. and CPE

**June 1999**

- Filed 1st collocation application
- \$178,000 training grant received from the state of Florida

**April 1999**

- Regulatory approval all 9 Southeast U.S. states

**January 1999**

- Interconnection agreement, GTE

**July 1998**

- Acquired Pensacola Internet
- 1st Sales Contract

**May 1998**

- Interconnection agreements, BellSouth and Sprint

**October 1997**

- NTC Founded

Wed, Sept 11, 2002

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*"You Can Hear Our Reputation, Just Ask Our Customers"*

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Residential or Business class services

**Local Dial Tone**

Residential or Business Lines

**Long Distance**

Toll Service

**International**

Toll Service

**Internet/Data**

A variety of Speeds Available

**Calling Cards**

For Travel Use

**Debit Cards**

Prepaid Local Long Distance

**Promo Debit Cards**

Same as above

**On Net Fiber**

Distribution Devices

**Modems**

Remote Testing &amp; Programming

**T1's**

24 Lines of 1FR or 1FB

**Turn Key MDU Service****Services****E-billing Services**

Receive your phone bill online

**Operator Services**

Assisted &amp; calling card usage

**911**

Emergency Service

**LIDB**

Line Information Data Base

**CNAM (Calling Name)**

Associated with Caller ID

**Account Codes**

For Office Toll Tracking

**800#'s**

For Toll Free Applications

**Enhanced 800#'s**Allows for Call Routing  
Time of Day Call Switch**Resale Lines**Purchase from ILEC  
billed by OTC**Sonet Ring Topology**

Resistant to Cuts

**Voice over Data**

High Tech Solution

**Web Page Design**

Wiring, Telephone, Data

Backbone Internet

DSL Connectivity

Web Page Hosting

Convention T's  
Short Interval Voice &  
Data

Internet Addressing



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**NEW!****Unlimited Long Distance!****7¢**Any Time, Anywhere,  
in the U.S.

I'm saving more and more every day on my mo  
local phone bill, how about you?

Wouldn't you rather save the money than give it away to BellSouth<sup>®</sup>, Verizon<sup>®</sup>, SBC<sup>®</sup>, Sprint<sup>™</sup> or Qwest<sup>®</sup>? Save your money to treat yourself! Your savings can help expand your business, pay for a vacation or cover payments for your house or car. Or just Simply save!

**JOIN SUPRA TELECOM, IT'S EASY**

Enter your phone number here




















**HOT DEALS****Online Customer Care**

- View your bill
- Make payments
- Manage your account

**LOGIN**

Don't have an account yet?  
Forgot your username or  
password?



Spread the word!

**Stop Receiving Paper Bill**

Additional **\$1** rebate on  
your monthly phone bill.\*

**Try Supra Online**

Additional **\$5** off your  
first month bill.\*\*

**Manage Your Account**

Waiver of  
order fee

**Benefits of choosing Supra Telecom<sup>SM</sup>!**

- ▶ Competitive discounts vs. BellSouth<sup>®</sup> rates
- ▶ Free Voice Mail†
- ▶ Free local long distance†
- ▶ Keep your existing number
- ▶ No switching fees
- ▶ No contracts

\* Certain terms and restrictions apply.

\*\* Offer available only to BellSouth<sup>®</sup> customers who switch to Supra Telecom<sup>SM</sup> Online.

† Free Voice Mail and unlimited local calling within a Local Access and Transport Area.  
("LATA") applies only to Total Solution<sup>SM</sup> residential packages and all business packages.

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## ABOUT SUPRA TELECOM<sup>SM</sup>

### Vision Statement

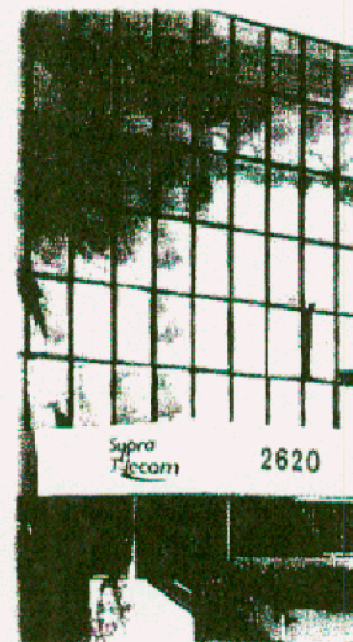
To quickly become the customer's first choice by providing a single source of telecommunications services to business and residential markets through facilities-based networks and strong strategic customer and supplier partnerships.

### Corporate Overview

Supra Telecom<sup>SM</sup> is a facilities-based national Alternative Local Exchange Carrier ("ALEC") targeting the consumer market. At its helm, Supra Telecom<sup>SM</sup> has the experienced, dedicated and entrepreneurial leadership of some of the most respected and well known names in the telecommunications industry and related sectors of the economy.

In 1997 Supra Telecom<sup>SM</sup> became one of the first companies in South Florida to provide Residential and Business customers a choice in the selection of their "local telephone company" in over 100 years.

This initiative was a result of the Telecommunications Act of 1996 ("TA") that for the first time permitted free and open competition for the provision of Local Telephone Service.



The vision of company founder Kay Ramos is to extend to all parts of the country the same freedom of choice that Supra Telecom<sup>SM</sup> now provides to its customers in Florida. "Competition will allow companies like Supra Telecom<sup>SM</sup> to offer innovative products and services at lower prices to the consumers. Consumers are always the biggest winners in competition" said Mr. Ramos.

Supra Telecom<sup>SM</sup> is a Florida Corporation headquartered in Miami. Supra Telecom<sup>SM</sup> is incorporated in 43 states. In addition to Florida the Company has received state authority to offer local and long-distance telephone services.

- ▶ Media Contacts
- ▶ Local Competition

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## PRODUCTS & SERVICES - HOME & FAMILY



### Total Solution™ -1 Line

**Total Solution Plus<sup>SM</sup>** provides you local telephone service, unlimited local long distance, 30 convenient calling features, and voice mail.

**BellSouth® Area Plus® with Complete Choice®**  
\$48.00

### Total Solution™ -2 Lines

**Total Solution Plus<sup>SM</sup>** offers all the convenient services of the single-line plan on two telephone line price.

**BellSouth® Area Plus® with Complete Choice®**  
\$84.50

### Total Solution™ -3 Lines

**Total Solution Plus<sup>SM</sup>** gives the ultimate in comfort for those who need three telephone lines, with free voicemail, unlimited long distance, and great calling features.

**BellSouth® Area Plus® with Complete Choice®**  
\$121.00

### SupraCents™ Residential Long Distance Plan

**SupraCents** Residential Long Distance Plan connects with you worldwide, with long distance calls across United States and around the World for as low as 7¢ per minute.

#### Other Products and Services

- ▶ Internet Service
- ▶ VoiceMail
- ▶ Inside Wire Maintenance
- ▶ Calling Features
- ▶ Online Customer Care

*Note: BellSouth® prices identified herein are subject to change and may not include applicable taxes and surcharges.*

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## PRODUCTS & SERVICES - BUSINESS



### Supra Telecom® Basic Business Line -1 Line

**SUPRA<sup>SM</sup> EXECUTIVE BASIC LINE** is an reliable answer to your business telephone need local telephone service, unlimited local long d voice mail.

Compare  
BellSouth®

### Total Solution Plus<sup>®</sup> for business -1 Line

**Total Solution Plus<sup>SM</sup>** is our best value, with service, unlimited local long distance, 30 cc features and free voice mail.

Compare With BellSouth®  
Choice® \$64.00

### Total Solution Plus<sup>®</sup> for business - 2 Lines

**Total Solution Plus<sup>SM</sup> for Business - 2 L** business all the convenient features and service line plan on two telephone lines for one low price Compare with BellSouth® Complete Choice® - \$103.00

### Total Solution Plus<sup>®</sup> for business - 3 Lines

**Total Solution Plus<sup>SM</sup> for Business - 3 L** business all the convenient features and service line plan on two telephone lines for one low price Compare with BellSouth® Complete Choice® - \$151.00

### Supra ExecutiveCents<sup>®</sup> Long Distance Plan

**Supra ExecutiveCents** Long Distance Plan... affordable business solution. Expand your business assured that your business will enjoy the best rates and International calls.

#### Other Products and Services

- Total Solution Plus<sup>SM</sup> - 4 Lines
- Internet Service
- Calling Features

- Inside Wire Maintenance
- Online Customer Care



Talk America to Present at Kaufman Conference on September 4-5  
[Click Here for the Online Presentation](#)

# Talk America

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COMMUNITY

**Member**

Username:  
or Account No.

Password:

☐ Save Password?

[Forgot Your Username  
or Password? Click Here](#)

**Need A Username/Password?**  
[Click Here](#)

Need Help Viewing Your  
Online Bill? [Click Here](#)

**Quick**

Save money on your local phone bill. [CLICK](#)

Only 3.9¢ a minute for state to state calls - 24 hours a day - 7 days a week. [CLICK](#)

Sign Up for the Talk America Affiliate Program and enjoy unlimited earnings potential with your website or E-Mail list! [CLICK](#)

New! View Talk America in Spanish. [CLICK](#)

Track the status of your local bundle phone order online. [CLICK](#)

Answer your Talk America long distance and local questions online! [CLICK](#)

Sales opportunities are available today for motivated sellers.



## Local & Long Distance Telephone Savings

**Talk America**

### Local and Long Distance Telephone Savings!

Enjoy unlimited free member-to-member long distance, plus one flat rate for basic local phone service, local and/or regional minutes, popular features, low long distance rates and more!

[Click here for details and eligibility >](#)

[View Your Free Calling Area >](#)

### Refer Your Friends and Earn up to \$20

If you are a Talk America customer, you can refer your friends and family and earn up to \$20 per referral!

[More Information >](#)

### About Talk America

Talk America is a leading integrated communications service provider with programs designed to benefit the residential and small business markets. Talk America has a state-of-the-art telecommunications network, real-time online billing platform and provides savings to its customer base.

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### Company

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## Talk America Overview

### Who is Talk America?

Talk America is an integrated communications provider offering local, long distance and dial-up Internet telecommunications services to residential and small business customers across the United States. Talk America created this distinctive offering after 10 years as a long distance provider, serving over a million customers nationwide. The Company delivers value in the form of savings, simplicity and quality service based on the efficiency of its low-cost, nationwide network and the effectiveness of its systems that interface electronically with the Bell Operating Companies.

Talk America's bundled calling plans are designed to meet a wide range of calling needs and consumer lifestyles. Calling plans typically include unlimited local and regional toll calls, unlimited features, such as call waiting and caller ID, free long distance calling between members and some of the most competitive long distance rates on the market today - conveniently billed on a single invoice at no additional expense to the customer.

Talk America is able to offer this unique product using its innovative operational support system (OSS) platform, which is comprised of flexible state-of-the-art systems that allow the Company to offer online customer sign-up, the first and only "real time" electronic delivery of call detail and billing information, comprehensive customer service and convenient credit card payment.

All of Talk America's features are accessible on one simple, integrated bill, which can be easily paid at [www.talk.com](http://www.talk.com) via secure credit card processing, eliminating the need for monthly paper bills, stamps, envelopes and checks. Talk America brings it all together to offer consumers a complete communications package.

### The Talk America Infrastructure

Talk America continues to set new standards in telecommunications service. The Company's investment in a scalable OSS platform integrates marketing, provisioning, billing, collections, customer service, reporting and real-time operations to drive productivity and efficiency. This state-of-the-art OSS infrastructure allows Talk America to rate millions of calls each day; change pricing plans, promotions and features on a dime; process and provision orders in record time; and provide caring and personalized customer service.

Talk America's proprietary OSS platform features an automated Internet-based Order Processing Systems (OPS) that completes the order process, including order placement, credit check, and service provisioning, in five minutes. Talk America has also implemented a Collections Management Systems (CMS) that allows the management of collections issues in real time.

Additionally, Talk America has its own nationwide telecommunications network, consisting of company owned, Lucent manufactured 5ESS-2000 switches connected by leased fiber transmission facilities, providing service to millions of Talk America's end users.

Talk America takes pride in providing customers a full range of telecommunications services that offer value, simplicity and real time solutions for consumers that desire choice and convenience.

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Reston, VA 20191  
(p) 703-391-7500  
(f) 703-391-7525  
(f) 703-391-7560

### Palm Harbor Office

2704 Alternate 19  
Palm Harbor, FL 34683  
(p) 727-784-0311  
(f) 800-554-4288  
(f) 877-798-4000

### New Hope Office

6805 Route 202  
New Hope, PA 18938  
(p) 215-862-1500  
(f) 215-862-1085  
Investor Relations  
(p) 877-687-7862  
(f) 215-862-6879

### Orlando Office

12001 Science Dr.  
Suite 130  
Orlando, FL 32826  
(p) 407-313-1300  
(f) 407-313-1313

### Greenville Office

430 Woodruff Road, #450  
Greenville, SC 29607  
(p) 864-297-4336  
(f) 864-297-4797

### Chicago Office

Michigan Plaza  
205 N. Michigan Ave.  
Suite 4201  
Chicago, IL 60601  
(p) 312-729-1286  
(f) 312-729-1426

### Ft Myers Office

Bridge Plaza Unit 1A  
12901 McGregor Boulevard  
Fort Myers, FL 33919  
(p) 941-481-7474

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